Patient & Family Advisory Council

November 21, 2022 ~ 3:00pm - 5:00pm
Minutes

	Sept 19/22	Oct 17/22	Nov 21/22	Jan 16/23	Feb 27/23	Mar 20/23	April 17/23	May 15/23	June 19/23
Sue Tkachuk (Co-Chair)									
S. Monzavi-Bacon (Vice-Chair)									
Helene Hamilton									
Nancy Christensen									
Murray Walz									
Brian Cooke									
Julia Boyd			X						
Jan Kasperski									
Denise Maraj									
Twila Reynolds	X		X						
Molly Bautista	X	X	X						
Alex Schulz	X	X	X						
Patrizia McEacheren			X						
Cheryl Williams (Executive-VP Operations & CNE)		X							
Julie Vohra (Patient Relations Specialist)									
Jane Loncke (Clinical Director & Chair Professional Advisory Cte)	X	X	X						
Erin Doherty (Clinical Director Critical Care & Nursing Professional Practice)	X		X						
Fiona Wilson (Manager, Patient & Family Collaborative Support Services)	X								
Ana MacPherson									
Alana Tymchuk		X							
Michelle Joyner (Director, Patient Experinec, Quality, Patient Safety Dept)									
Valentina Constantinescu (Patient Partnership Lead, Patient Experience, Quality, Patient Safety Dept)	X								
Jessica Williams (Resource)									

X = Regrets

⬜ **= Not a current member**

Abbreviation List:

PFAC = Patient and Family Advisory Council
PFA = Patient and Family Advisor
SJHH = St. Joseph's Healthcare Hamilton

Item	Topic	Presenter
1.0	**INTRODUCTION**	
1.1	Call to Order • The agenda for the November 21, 2022 meeting was approved. • The minutes from the October 17th meeting were approved.	*C. Williams*
1.2	Land Acknowledgement • PFAC opened the meeting with the SJHH Land Acknowledgement. • M. Joyner shared a reflection on indigenous culture	*C. Williams*
1.3	Introduction - Welcomed Guests: Johan Beukes, Sr. Organizational Development Consultant, SJHH Saumya Gautam, Director, Organizational Development, People Culture, & Diversity, Health and Wellness, SJHH Christopher Yendt, member of the SJHH Joint Board of Governors Christine Micelli, newly recruited Patient & Family Advisor	*C. Williams*
2.0	**ANNOUNCEMENTS - N/A**	
2.1	**Patient & Family Advisor Event** • We will be holding an in-person Patient & Family Advisor event on December 1st from 9:30am-12:30pm at West 5th Campus, "Better Together! Building the future of Patient and Family Engagement at St. Joe's! This year's event will feature an interactive and creative session using "LEGO SERIOUS PLAY". The purpose of LEGO SERIOUS PLAY is to maximize the full potential, insight, confidence and commitment of all the people around the table. This method ensures faster and better communication, promotes creativity, and helps with a better understanding of each other by using 3D visualization, metaphors and stories. RSVP to PatFamAdvisory@stjoes.ca	*V. Constantinescu*
3.0	**PRESENTATIONS**	
3.1	**Essential Care Partners (ECP)** • The COVID pandemic has magnified the importance of the family, caregiver/support person and their essential role in patient wellbeing and care. SJHH believes that the role of the Essential Care Partner should be part of the patient care team to support patient and the team achieve better experience Work In progress (Oct-Dec 2022): • Define the role, identify and develop all the elements/processes needed to integrate the ECP role into the care team and identify the pilot(s) study Future Work (Jan-April 2023): • Implement the Action Plan on the Pilot units • Trial, Learn, Adapt, Adopt the general elements identified and share learnings • Finalize the key elements to be adopted across the organization Next Steps: • Working with Dovetale team to build the workflow and documentation • Develop the education material toolkit draft and develop the process for both staff and ECP • Finalize the Q&A for staff and ECP, develop posters and communication messages • Working with the pilot units to develop their action plan and identify MH pilot unit • Identify resources to support patients without an ECP/support. ECP definition required and ECP Identification (ID) badge **Q: Is the Essential Care Provider (ECP) able to communicate on behalf of the patient to outside agencies or is that the responsibility of the Substitute Decision Maker (SDM)?** A: The ECP is someone the patient chooses who is able to fulfill the role and support the patient throughout their care journey. It could be a family member, spouse/partner, friend, neighbor, community member or the SDM. If the patient wishes, the ECP can speak on their behalf to outside agencies like home care or support services etc. The ECP doesn't necessarily have to be the SDM, depending on the current needs of the patient and the skill set of the ECP.	*M. Joyner, V. Constantinescu*

3.2	**Health Care and EDI: Continuing our learnings on the EDI journey** • Reviewed news stories related to EDI and healthcare over the last few years and looked at experiences from St. Joes patients that we could learn from **Q: Will there be guidelines on how a safer spaces are created?** A: Yes, education and training will be provided to the organization on creating safer spaces for staff, patients and families. Use of active listening by all participants demonstrates unbiased reflection. Ensuring PFAC is a safer space is very important work to ensure staff and patients are willing to be vulnerable to sharing their thoughts and be willing to listen to others.	*S. Gautam, C. Williams*

3.3	**Developing Ground Rules/Principles from an EDI Lens**
	• A presentation was provided that included information on acknowledging our unconscious biases, and reviewing the types of Cognitive Biases: Conformity Bias, Horns effect, Similarity bias, Confirmation bias
	• Conversation Ground Rules developed by Catalyst "Engaging in conversations about Gender, Race, and Ethnicity in the workplace"(2016) The main elements of these groud rules include:
	   o Assume Positive Intent
	   o Engage in dialogue not debate
	   o Hold yourself and others accountable
	   o Be open, transparent and willing to admit mistakes
	   o Embrace the power of humble listening
	   o Create trusting and safe spaces
	   o Commit to having conversations that matter by speaking up to bridge divides
	
	BREAK OUT SESSION
	▪ Which of these rules do we want to adopt?
	▪ What other rules/principles should be added on?
	▪ What's missing?
	▪ Any other thoughts?
	Thoughts, Comments, Feedback
	Overall, there was acceptance to these ground rules, some additional comments included:
	• Asking to clarify a point of view and asking questions to help understand a perspective
	• Reflecting back on the conversation be open to answering questions
	• Holding ourselves accountable
	• To be transparent without negativity during difficult conversations
	• Being assertive in a compassionate way – empathy and trust
	• Reflect on SJHH mission vision values
	• Unconscious bias – how can everyone go on the journey together even though we are on different paths
	• Creating open and safe spaces, building trust, building this into organization culture collaboratively
	• Operate with curiosity – ask questions
	• Determine limits when we shouldn't engage if the conversation is negative or abusive
	• Add ground rules and structure to conversations
	• Vulnerability and how do we create a safe space and biases
	• Using "we" and "our" sometimes adds a bias and has a meaning of "ownership"
		J. Beukes

4.0	**STANDING ITEMS**	
	Patient & Family Advisor Project Assignments • An update on all active projects to date was presented • There were 6 project requests for Patient & Family Advisor (PFA) participation between the months October 10 to November 10, 2022.	*V. Constantinescu*
5.0	**CONCLUDING ITEMS**	
5.1	Date of Next Meeting – Hybrid – In Person and via ZOOM Monday, January 16, 2023 3:00-5:00	